

HELPING HARRODS AVIATION TO WORK REMOTELY THROUGH COVID-19

Harrods AVIATION



Harrods Aviation is the leading London-based business aviation service provider and offers high quality flight services at London Luton and London Stansted airports.

With more than 60 years' experience under its wing, Harrods Aviation is renowned for embodying the excellent service and luxury standards for which its Knightsbridge store is known. Harrods Aviation has been working in partnership with Timico since 2015, having come across as part of an acquisition into the Timico Group.

The Situation

Providing aviation services for business and personal use, Government requirements and even for transporting livestock, Harrods Aviation's exceptional customer service relies on Timico providing a stable and resilient connectivity and internet service, at both its Luton and Stansted sites.

When the UK went into Lockdown overnight due to Covid-19, some of Harrods Aviation's 300 staff, who had been primarily office-based, were required to work from home. A remote desktop infrastructure with Office 365 had already been installed, so the company could utilise its web capabilities and applications from any location. However, the company's outdated phone system needed a review.

The current phone infrastructure was outdated and unfit for purpose during the challenging lockdown period. It had reached a point where significant investment was required to ensure remote working was effective and productive.

The Solution

Timico has built a trusting working relationship with Harrods Aviation, providing the company with a digital transformation, through the delivery of WAN, SIP Trunking, cloud and unified comms, all which are protected through Timico's partner, Fortinet's firewalls. The partnership between both companies proved pivotal during the lockdown period, with Timico reacting quickly to ensure Harrods Aviation remained connected, productive and secure at all times.

Timico deployed Mitel's phone system, MiCloud Flex Platform to compliment Harrods Aviation's existing cloud-based digital infrastructure. It was a cost-effective cloud solution as it took away the need to invest in expensive servers, network routers, security mechanisms or other in-house data centre equipment.

The platform also enabled staff, who job share, to log into the browser from any location, take calls and then for their colleague to easily pick up the work the next day without issue.



The Result

With a secure and productive phone system in place, Harrods Aviation and its employees can now communicate with greater flexibility and reliability, regardless of location. The MiCloud Flex Platform system also offers software assurance and removes the need for maintenance costs as it is a fully managed service. This has given Harrods Aviation the opportunity to develop its way of working and allow for continued remote-working, post Covid-19.

Moving forward, Harrods Aviation will continue its collaborative relationship with Timico to further evolve its digital journey. This includes a large network review, which will look at resiliency and ensuring minimal disruption where possible.

Mark Humphreys, Head of IT and Business Processes at Harrods Aviation, said: *"During the challenging lockdown period, Timico was able to provide expertise and guidance quickly and efficiently, working with us to ensure that the business remained operational, delivering high customer levels from the offset."*



"Their knowledge has always been second to none."

Richard Pickford, Service Delivery Manager at Harrods Aviation added: *"The support of Timico's installation engineers and their knowledge has always been second to none. I cannot think of a time where we had an issue or challenge which couldn't be resolved quickly."*

Harrods Aviation chose us for a digital transformation project that has enabled them to develop their ways of working. Find out how we can help your business.

Speak to our team of specialists for a free consultation today.



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